



1 Advertisement

Post Title: Student Experience Coordinator.

School/department: School of Psychology

Hours: Full time or part time hours considered. Requests for [flexible working](#) options will be considered (subject to business need)

Contract: Permanent

Reference: 21345

Salary: starting at £24,144 to £27,396 per annum pro rata if part time.

Placed on: 01 August 2023

Closing date: 24 August 2023. Applications must be received by midnight of the closing date.

Expected interview date: To be advised.

Expected start date: As soon as possible

The School of Psychology are seeking an experienced, highly motivated and empathetic administrator to take up a key role in a busy, friendly, and dynamic team of Professional Services staff.

With a strong background in administration you should have the ability to show initiative, flexibility, be a confident communicator and enjoy a wide variety of tasks that will vary throughout the year, keeping the job fresh and interesting.

The role involves a variety of tasks which include:

- * Coordinating and attending student support meetings
- * Assisting students with queries.
- * Providing administrative support to for Student Reps, Student Ambassadors, Student Connectors and Student Mentor schemes within the School.
- * Supporting Student Activities.

Please contact Elouisa Huitson (e.huitson@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. School/Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/psychology/>

3. Job Description

Job Description for the post of: **Student Experience**

Coordinator

School: Psychology

Location: Pevensey 1 2E6

Grade: 4

Responsible to: Student Experience Officer and the Deputy School Administrator.

Key Responsibilities:

Student Engagement

Provide administrative support for student attendance monitoring within the School
Assist the Student Experience Officer with the organisation, administration and delivery of the School Student Progress Committee and other relevant meetings
Work in conjunction with the Director of Student Experience and Student Experience Officer, organising and attending student support meetings
Explain university support procedures to students, where necessary, signpost them to relevant support services

Student Experience

Contribute to the design and planning of activities with the objective of enhancing student experience
Support with organisation and delivery of student welcome processes.
Support student recruitment events such as applicant visit days and open days
Deal effectively and efficiently with enquiries from staff, students and visitors
Organising and supporting School committees

Student voice

Act as Secretary to the School Student Experience Group
Recruit and provide administrative support to and oversee work of the Student Reps, Student Ambassadors, Student Connectors and Student Mentor schemes within the School

Other responsibilities

To contribute to the work of the School's administration team.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and also on own initiative.
5. Competent IT skills to effectively manage own workload – MS Suite.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience of administrative and clerical systems
2. High degree of accuracy and attention to detail.
3. Commitment to providing high levels of service to students and staff
4. Ability to deal sensitively with anxious students
5. Outward looking and positive towards new challenges

DESIRABLE CRITERIA

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.
3. Knowledge of course and module structures and assessment methods
4. Knowledge of examination board and University regulations regarding student progress and assessment
5. Experience of student records systems